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Canadian Canada West disappoints

I went to the Pacific Chapter (located in Greater Canada West) the past on Monday (Jan. 11) and was disappointed that there were no "new" products and systems available for viewing with the exception of the bags, costly Toshiba and Panasonic, some books and software Linux products and CD's.

What was very noticeable was that both Intel and (Digital Inc.) and Sparc64 (Portland) were very noticeable by their absence! This is extremely strange since many of Sparc64's products are very relevant to the upcoming Y2K (Year 2000) problem!

Cost again really failed to appear for the fourth year in a row even though it is supposed to be fighting for its corporate life in numerous small market share in other nations and graphics products!

Where was Bell-Computer Inc., sponsor, or any of the Bell-owned-based B.C. computer assembly companies like Perimeter Digital?

Microsoft made a very poor showing in the substantial lack of information. It regards to "incoming" Windows 98 with Windows 2000 (NT 4.0) as a "single" operating system that will ensure both single "stand alone" operation and networking to take place under a single OS kernel, the most logical route to take!

Many of those who were at the Microsoft booth felt disgruntled about Microsoft meeting their needs but by not providing the much needed answers over the future of Windows! The process has been there years in the making, yet so little information? Who can afford \$2,000 for their Office and a same \$2,500 for the NT network license?

The first software presentation was given by Adobe (in excellent graphics software packages) and the Linux booth!

Compaq made a simple presentation of its database software horrendously complicated and too vast to meet small business operations!

The major exhibitors were still playing the corporate sector even though small businesses account for over 50 percent of all computer sales and support service customers as well as employment for the majority of computer operators and consultants in Canada!

How many small businesses can afford a high-end \$4,000 automatic laser Toshiba and Panasonic, or a \$1,000 media processor for business marketing? Then of course there is Compaq's \$45,000 value printing (copying) system!

Let's get real here. Small businesses in B.C. are just about about a \$1,000 system including monitor and printer let alone paying for these high-end computer systems!

Perhaps the organizers (Duff Davis) will look at a major overhaul of Comdex exhibitions and ask its exhibitors to consider systems and software for small businesses much more relevant than the very small (20 percent) corporate sector! Perhaps the cost of booths is too high, as is the cost of travel for many of the exhibitors. Perhaps Pacifica Computer is too close to Comdex in Las Vegas (Nevada) and should open their own store (show) further away (opening Pacifica to March) to help exhibitors with their marketplace in Western Canada and the U.S. Pacific Northwest!

Bob Taylor

PCP is cross-platform

I really enjoy your publication and am particularly appreciative that you do not try to provide cross-platform bias. Mac/Win var-

riety of industry developments.

There seems to be growing interest in Linux these days and I was wondering whether you'd consider doing an article on Linux for PowerPC and Intel, performance benchmarks, availability of software, and the possibility of transparently running non-Linux apps through emulators (I'm considering installing Linux on my PowerMac G3 but am reluctant to do so until my standard graphics applications for my own, blue ves-

siment) can run on that OS. Jason Shaw

Just speaking of Linux

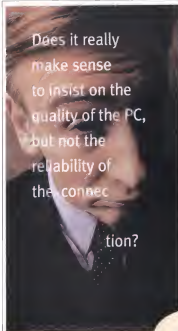
I just wanted to send a quick response to your decision to support Linux in your publication (see "Soleto", Linux 2.2 alternatives to NT" in the January 1999 issue). Congratulations!

I've often wondered when the media was going to catch on to the fact that Linux is

discovering significant strengths.

As a free, try during searches on the Web and see how many Linux appears as relevant as computers topic you are searching for. I've been a Linux user for years and have been disappointed in the lack of information public knowledge of it. I hope that this desire in our you can look back on with a gleam in your eye and the phrase "We did good" in your mouth. You did good!

Andrew Sheppard



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WHAT'S NEW

Teach your new iMac old tricks
From Costa Mesa, Calif.-based CompuCable comes iBlock, an ergonomic hub that allows an iMac to connect with USB, non-USB and traditional Apple peripherals. The iBlock includes two serial ports, one parallel port, and one ADB port along with four USB ports.

The unit is designed to serve as an

adjustable stand for the iMac and incorporate a metal base. It also sports the new "BreakBlue" color on the iMac. The iBlock was scheduled for release in February at an estimated cost of \$300 (depending on exchange rates for the dollar).

CompuCable has other iMac accessories which it adds under the iMacPeripheral product line. These include the iDisplay (\$199.95)

speaker), a 400 dpi two-button iMouse, iMats, which is a USB-to-parallel port converter, and USB-to-serial and USB-to-ADB port adapters.—CT

CompuCable, Tel: 800-344-8621,
<http://www.compuCable.com>

Samsung claims CRT breakthrough
Samsung Display Devices (SDD) has intro-

duced its Fresh iFidisplay CRT (include eye tabs), calling it a "major breakthrough" in CRT technology. SDD claims the display reduces the electromagnetic charge build up on the surface of the case, which can contribute to premature facial aging.

It's not the electromagnetic charge per se, but the fact that the charge attracts. According to SDD, aging of the skin is "caused by high-speed heavy ions in dust colliding with the face". A 15-inch Fresh iFidisplay CRT emits a 50 percent less dose than a standard 15-inch display, according to the company.

The company says the Fresh iFidisplay technology also "increases the delivery of carefully modulated light waves to the far infrared portion of the spectrum which markedly reduces stress on the vision." The infrared rays are supposed to increase alpha wave production, resulting in less stressful brain wave patterns.

SDD says it plans to incorporate the Fresh iFidisplay technology throughout its computer monitor product line.—CT

Fujitsu enters the notebook arena
Fujitsu Canada Inc. has introduced the LifeBook L 440 Series of ultralight notebook computers.

The company has taken a modular approach to the design of the LifeBook L 440.



The book itself is 2.8 cm (1.1 in.) thick and weighs just 2 kg (4.5 lb), but packs in a 15.5-inch TFT screen, a 4 GB hard drive, V90 (50MBps) modem and 266-MHz Pentium III processor. It doesn't include a CD-ROM drive, and the floppy is an external unit.

A second model designated L 440-E includes a detachable bay that clips to the bottom of the unit. The bay stores the computer's 3.5 cm (1.3 in.) floppy and 720 G (3.5 in.) battery. This model comes with both a 30x CD-ROM drive and a floppy drive, although the bay will accommodate only one at a time. The bay will also accept a second battery. Optional drives include a DVD drive and and 33.333 MBps floppy drive. Both models come with 32 MB of SDRAM which can be increased to a maximum of 144 MB.

A Mobile LAN Dock is available as an extra-cost option for both models. The LAN Dock includes a 50/100Base-T interface, floppy and CD drives, Type II PC Card slot, battery charge and port replicator.

Suggested retail prices are approximately \$4,395 for the L 440 and \$4,600 for the L 440-E.—CT

Fujitsu Canada Inc., Tel: 800-823-8796,
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Microsoft complies with Java ruling
Microsoft has announced it will comply with

Continued on page 14

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WHAT'S NEW

Continued from page 12

a preliminary ruling by U.S. Federal District Court Judge Ronald White directing Microsoft to make any changes to Microsoft software needed to comply with Sun Microsystems' Java Native Interface (JNI).

Sun is the original developer of the Java programming language, and Sun chief exec-

utive officer Scott McNealy has complained on numerous occasions that Microsoft had deviated from the "pure Java" standard to "improve" Microsoft's version of Java in ways that would cause compatibility problems for developers and users of Java software.

This raised the spectre of a fragmentation of Java into a variety of incompatible "fla-

vors," in a fashion comparable to the fragmentation of UNIX into a number of proprietary, incompatible versions. McNealy claimed Microsoft's actions in deviating from the official standard were aimed at diminishing Java's appeal as an alternative to the Microsoft Windows operating system that they were about creating an "improved" version of Java.

According to Paul Maritz, group vice president of platform and applications at Microsoft, "While we are obviously disappointed with this preliminary ruling, we are gratified that the court's order should not impact customers using Microsoft products today, nor will any product be recalled."

Tom Rutt, Microsoft associate general counsel stated, "This rejects the Court's ruling and any reviewing court's legal system... The Court has concluded Microsoft's rights to modify and improve the Java technology it licensed from Sun, but has preliminarily determined that Microsoft may have overstepped the limitations of our license from Sun in a couple of respects in giving programming choices to Java developers." —JL

Microsoft, <http://www.microsoft.com/news>

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Nintendo adds Expansion Pak to N64

One of the basic limitations of video game systems compared to a PC is a upgradable. While PC gaming technology constantly improves technologically with the advent of new graphics cards, hard audio cards, faster CPUs and CD-ROM drives, once a video game platform is released, it is very difficult to upgrade the hardware without creating big software incompatibility issues. This means that video game systems generally sit still technologically speaking, even the new they first appear on the market and they are completely replaced by a next generation platform, while the PC constantly improves.

Using against that trend Nintendo Canada has announced a new hardware upgrade to the popular N64 3D video game system, which greatly improves the resolution, speed, built-in memory and graphics of competitive new software, while continuing to run older titles. The New Expansion Pak is a 4 MB SDRAM controller that plugs into the memory expansion port on top of the N64 and enables a high-resolution display option on the console. New software releases designed with the Expansion Pak in mind will automatically detect the presence of the extra memory and launch in an enhanced display mode.

Among the first N64 software cartridge titles to take advantage of this added capacity are the New York, Super Squashers, Tank II, South of the South, Park, Top Gun Overdrive, and Quarterback Club II, all of which were released in Canada in December. —JL

Nintendo, <http://www.nintendo.com>

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Memory	• 1.5MB Ultra Data • 1MB 5V DRAM	• 1.5MB Ultra Data • 1MB 5V DRAM	• 1.5MB Ultra Data • 1MB 5V DRAM	• 1.5MB Ultra Data • 1MB 5V DRAM
Hard Drive	• Integrated 20.4MB • 20.4MB 5V HDD	• 20.4MB 5V HDD • 20.4MB 5V HDD	• 20.4MB 5V HDD • 20.4MB 5V HDD	• 20.4MB 5V HDD • 20.4MB 5V HDD
Video Card	• 128K on-board • 128K on-board	• 128K on-board • 128K on-board	• 128K on-board • 128K on-board	• 128K on-board • 128K on-board
Monitor	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Case/Drive	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Mouse	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Keyboard/Mouse	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Modem	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Expansion Card	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Software	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Network Interface Card	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
Operating System	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA	• 12" Super VGA • 12" Super VGA
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Cache	• 128K on-board	• 128K on-board	• 128K on-board	• 128K on-board
Memory	• 16MB 5V DRAM	• 16MB 5V DRAM	• 16MB 5V DRAM	• 16MB 5V DRAM
Hard Drive	• 20.4MB 5V HDD	• 20.4MB 5V HDD	• 20.4MB 5V HDD	• 20.4MB 5V HDD
Video Card	• 128K on-board	• 128K on-board	• 128K on-board	• 128K on-board
Monitor	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Case/Drive	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Mouse	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Keyboard/Mouse	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Modem	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Expansion Card	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Software	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Network Interface Card	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
Operating System	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA	• 12" Super VGA
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Visions for PC phone differ

By Geoff Wisniewski

As far has been written about the "convergence" of personal computers and telephony (technology in the past few years), but so far it seems that few truly innovative devices have come from the marriage of these technologies. If you look at why most programs haven't been made, it is probably because telecommunications companies and computer companies have each had a proprietary starting point—usually with a built-in device that the device should look like.

So computer companies, the end-product of convergence has typically been something that starts Microsoft Windows, runs a personal local area network, and looks, acts and feels pretty much like any other PC. The only telephony functions in such machines are some form of phone dial, hold, hold on and perhaps an application that allows you to send and receive faxes. In short, PC companies produce a PC that can do a bit of telephony.

Telephone companies, meanwhile, aim to re-orient the wheel around outgoing telephony. The typical "convergence" built a telephone company into a non-standard interface, providing some form of speed-dial technology, a Caller ID system, a hold feature and much more.

The Internet telephone envisioned by Alcatel at the giant COMDEX '84 computer trade show in November, Germany last spring, is a good example of this approach. Alcatel designed its convergence to work simply plug it into the phone line, insert a "smart card" and begin using the built-in, built-in and built-in software. The company calls this the "plug it self" approach to convergence design.

With this style of device, one can argue and say to individuals in telephony, it does not allow the user to dial, send and use the many new services, push and applications offered on the Internet, the Internet Windows and Apple Macintosh built computers. And although it isn't for parts (personal) data operating system (and should thus be able to run standard Java applets), it is not clear how much percentage of Java applications this device will be able to run when it starts shipping later this year.

Built, but will they connect?

Inside this style of device, one can argue and say to individuals in telephony, it does not allow the user to dial, send and use the many new services, push and applications offered on the Internet, the Internet Windows and Apple Macintosh built computers. And although it isn't for parts (personal) data operating system (and should thus be able to run standard Java applets), it is not clear how much percentage of Java applications this device will be able to run when it starts shipping later this year.

This single device contains most common telephony



features (including Caller ID, national Short Message Service, forwarding, call logging and call waiting). It also has a quick response set of built-in computing applications such as a text processor, online management, Web browser, email applications, software to send and receive faxes, a calendar, multi-computer tool and an important tool for PC data.

While the software built into this device is proprietary, it was designed by Compaq, a very PC-centric company that started its producing Macintosh-style interface applications for home computers, including the original Compaq Desk and the IBM PC. Compaq designed a special operating system software required for use in the way of computing power than its competitors (such as the early versions of Digital Research's GEM and Microsoft Windows 1.0 through 3.0). But it did not have this market, but of each of Microsoft and eventually ended into such markets, and one can't market as in designing software that runs on mobile phones.

The point of this little history lesson is that convergence products will probably succeed or fail based on the success

and perspective that their designers can bring to the task. If they are inherently familiar with creating applications that can be used on desktop computers, then they will bring that familiarity and experience to the design of a converged phone/computer.

None of this is to say that the Nokia 9000 is a perfect example of what can be achieved in a converged product. There are lots of improvements that could—and I am sure will—be added to the design of tomorrow's products. A relay system, a Web browser that can even easily be updated and expanded further on board applications and so on.

But all of these improvements start from a base of something that is worth building on. As Apple knows and competing phone Alcatel is kind of saying, the kind of product it "grew enough to survive" it has enough training good ideas that you can add to the next in future versions, rather than justifying what has already been produced and starting again.

Of course this is merely one opinion. The Nokia 9000, selling for about \$1,500, is not doing all the things that currently start and represents just kind of significant threat to the established code of rules for computer or telecommunications devices.

Richard Newman, former Apple CEO of a market for future. There are some have been involved with the computer industry for a long time, says Newman, Apple's original and original computer, the Apple II, which has a market that is later followed by the Apple Macintosh, the Commodore 64, and of course Microsoft Windows (and the last was a critical success, but a commercial failure). And many of the ideas used to design came from Newman's point of view. The Nokia has, but they clearly captured the imagination of other hardware designers and ultimately company users.

One measure of the potential captured by the Nokia 9000 is that every person who uses it seems to have a different idea of how it could be useful to them. Some people would like to have used it they can only in this good others like the idea of being able to send a fax from anywhere they happen to be. But all of them like the notion that it has built into the potential in a device that is already marketable and with the mobile phone.

By which it is the ultimate in converged computer and telecommunications technologies, the Nokia 9000 points to a direction that many will be following. The real question now is who the leaders will be. □

LAM telephony in development

East Corp. and Bell Atlantic Inc. are building a joint venture to develop LAM (Local Area Network) telephony and multimedia products. The products will enable businesses to run voice, video and data calls over their LANs.

The goal of the products is to allow businesses to make and receive telephone calls from their PCs or Internet phones (also called video phones) to a corporate network. While they are connected, they will still be able to view video on their own site.

The products will be based on Windows, Windows NT, and Windows 3.0 and Windows 3.0. ComNet and are expected to be available in the market later this year.

The first products will relate to voice-enabled PC collaboration and conferencing.

ing, and enables for Internet-based services, and enables for help desks in a variety of industries. The companies say the products will be packaged and effectively priced for both small and large corporations.—David Dondale

Brocade shows integrated cable IP
ANAND, Calif. (AP)—Communications integrated circuit (IC) company Brocade Communications has introduced what it claims is the cable industry's first software design that integrates cable modem, Internet Protocol (IP) telephony, and Internet Protocol (IP) telephony forwarding functions into a single system. The software design is typically built

around the Broadcom BCM5700 QuadLink single-chip cable modem.

The company maintains it will enable manufacturers to "natively incorporate" IP telephony and videoconferencing capabilities into end-user systems, either desktop, external and integrated network interface cards (NICs), and cable-TV set-top boxes.

The company adds that existing products will be able to operate over connections with product support in voice, data and full-motion videoconferencing.

Nokia acquires Viron Systems
Nokia has announced an agreement to acquire Viron Systems based in Santa

Clara, for approximately US\$20 million.

Viron Systems has been manufacturing hardware and software products for the distribution of voice, data and video communications over IP networks to multiple users on local area networks. Its products have been available through a number of channels, including a sales and marketing relationship with Pentek Networks.

Viron Systems was founded in 1984 and currently employs 150 people with research and development offices in Santa Barbara, Calif., and Palo Alto, Calif., and sales offices in the United States, Canada, Europe and Japan.

Headquartered in Finland, Nokia has sales to 130 countries and employs more than 40,000 people worldwide.—David Dondale

Telephony developments



A PC/phone union that almost works

While Microsoft's MP-900 is intriguing, it's not more than a sum of its parts

By Geoff Winchewright

For your computer and telephone have accompanied marriage, but all too often the result has looked like a union of convenience. Things are far for the first time while at least one of the partners has their head buried in the sand.

Microsoft's MP-900 Cordless PC Phone System

From Microsoft
www.microsoft.com
 Internet retail price: \$250

But what if they were to get up, get away from the keyboard and call a friend—or be able to converse

as a conversation when they answer the door or make a cup of coffee? At some point it becomes a joke to be referred to the computer, and the idea of using a PC to make and manage phone calls begins to lose its appeal.

The computer begins to make the phone of growing, it and making calls using "the other line" while the phone claims "you only want to be in the phone jack so you can send faxes and connect to the Internet." And all too soon the computer and the telephone stop talking to one another.

But it doesn't have to be this way. Just address to many computers and PCs have failed in the past because they consider ways

that a union was neither both one of the PC and one of the telephone.

Use the pattern in most good marriages, the PC and the telephone need to be able to operate independently of one another, yet be more of the sum of their parts when they work together.

This approach is how the design philosophy behind the new Microsoft MP-900 Cordless PC Phone System, which went on sale in late 1996.



Microsoft's Call Manager software that lets you determine, control and log the operation of the cordless phone.

Once you sit it up and have the Call Manager software and have hidden running on your Windows PC, the MP-900 can sit in its charging cradle anywhere in the house and be used in the same way you would use an ordinary cordless phone. To find out if it fits the criteria on being able to operate independently in the marriage of PC and computer. You do not have to be anywhere near your PC to use the MP-900, although you will experience greater benefit by doing so.

The same is true of the desktop PC per-

son of this partnership. You are actually using the Call Manager software to track incoming and outgoing calls (the former requires a Caller ID feature on your phone line), act as a voice mail system and even integrate with Microsoft Outlook to arrive at email messages using the telephone line.

When you dial into the Call Manager from an ordinary phone simply by calling the phone number of whatever line the phone system is attached to, you can then speak to the rest of your recent email messages. In doing so, the system allows you PC to control as much beyond the keyboard. And all of that can be done without ever touching the cordless phone itself, achieving the goal of enhancing the productivity of the PC without tying it to a specific telephone. So in many ways, it would seem Microsoft's phone system perfectly fulfills the criteria for a successful marriage between PC and phone.

The really telling part, however, comes when the PC and phone are called on to work together. Do they create something that is more than the sum of the MP-900's parts? After spending a few weeks with it, I have to say I am not sure.

It was certainly very useful to have a log of all my calls and have the number of any incoming call displayed on the screen, as well as the phone state by ring. When you are working to tight deadlines, it is helpful to be able to discriminate between calls that you really must answer and those that can wait until you have time for your deadline.

I also enjoy being able to work through my recent call messages in the order

I want. If you are a long time voice mail user you will appreciate being able to scroll through a list of 10 voice mail messages and quickly have the one you really need—no need to making through several long chatty messages before you get to the one you want. Your back message asking you to call before 3 p.m. if you want your loan approved.

As to some of the other goodies on the MP-900 such as the voice recognition and voice command features, I can only take them at face value. I have never been a great one for trying to enter precise commands by typing at a keyboard, and when I have tried, it has usually failed. Just ask my kids, for I have no intention of starting to back commands at my phone just because Microsoft has invented a voice command system that lets me do so.

And while I appreciated the technical features Microsoft wanted to create a system that would allow you to have read messages and not to your phone line. I found it was just as frustrating to watch through a list of voice mail messages. One of the things as it was to listen to voice mail in this manner. As I get rid of call messages every day, it was not really helpful to watch through them one by one over a phone line.

Overall, the MP-900 is a good first attempt by Microsoft to marry the PC and the telephone. It is not a combined yet, however, that this marriage will last. A lot of counterbalancing and further evaluating will probably be needed before you can declare this couple hitched for life. □

Sayson offers a PBX on your server

By Geoff Winchewright

As I too often, integration of the telephone and the computer is represented as something that happens rarely when telephone functions are added to a desktop computer or computing function is built into a phone. Even the security of course of how been represented as a collection of baneful computer and mobile phone.

STL Phone Server

From Sayson Technologies Ltd.,
 190-1011 Hwy 70, Richmond, B.C. V6V 1W1
 Tel: 604 271 7258 Fax: 604 271 7276
 Email: info@sayson.com

What appears to be forgotten in this discussion is the potential for integration between networked personal computers (including voice response telephone systems). But a tremendous amount of development work has taken place in this area over the past decade, aimed at bringing together the

power of PC-based network servers and traditional switched telephone systems.

One of the players in this sector is Richmond, B.C.-based Sayson Technologies Ltd., which offers a computer-based phone system that includes a phone switch, voice mail, auto attendant and credit/network access.

The company's price is quite simple: its gateway phone switches, voice mail and computer networks are systems that have to be considered by telecommunications. Unlike an expensive and hard to administer, the Sayson also suggests that such systems are difficult, if not impossible to upgrade as a business grows and do not integrate smoothly with the computer network.

As you would expect, Sayson sells a system that claims to offer a solution to these problems. Known as the STL (Sayson Technologies Ltd.) Phone Server, it is built around a Quantum board from Fremont, Calif.-based Allegis.

Allegis's Quantum boards provide PBX and voice-processing features on a standard ISA card that fits inside a conventional PC

server. It can also be integrated onto a LAN (local area network) to provide banks, universities and voice-processing companies on a single board, which Allegis says would enhance regular multiple boards.

Sayson boasts that up to 10 Quantum boards can be installed in the same Phase Server, for a installed capacity of 120 ports. Unlike other PBXs, the company says its Phase Server can grow with a business with out a lot of additional investment.

If you need more ports in the future, Sayson says you simply add another Quantum board. Since the Quantum board is both the switch and the voice interface, the automated attendant (e.g. "Press 1 for sales, 2 for service" and so on) and voice mail features automatically grow with them.

And unlike some other PBX/voice mail combinations, Sayson pledges that none of the extensions (lines) are needed to establish communication between the PBX and the voice mail system. They are integrated from the outside.

As with many PC-based server products, the STL Phone Server uses the Microsoft

Windows NT operating system (the latest version of which has been dubbed Windows 2000). It comes installed with Allegis's Attendant software, which claims to be compliant with both the T30 and MANI protocols (standard standards at third-party software can be used to customize your phone system).

And that customization is more and more the basic applications that start with the system. Sayson includes PBX, automated attendant, automatic call distributor, voice messaging, mail servers, networking, videoconferencing, "stand-alone messaging" and T30 2x service provider (which you can connect with any client-based software you may have, as well as fax applications and an IVR (Interactive Voice Response) application.

The STL Phone Server can also be used with STL's client-based software or any third-party TAPI-compliant software to allow users to control their phone system from LAN-based systems (including what are depicted on the workstation screen and can be used to make calls, take set of operators or forwarded to another station by dialing the number. □

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NOTEBOOK SPECIALS

CTI for small business

Symantec and O1 Communicate Lab offer affordable PC-telephony solutions

By Jeff Evans

Computer/telephony integration (CTI) is a major component of many corporate technology strategies. The ability to combine telephones and computer systems offers many potential time and money saving opportunities, including sales and fax messaging, call tracking, and fax-on-demand. These features are widely requested for call centres handling retail sales, business-to-business communications, and on-line help desks.

Communicator! Pro
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CTI isn't just reserved for large businesses, however. Many of the advantages of an integrated computer and telephone system are available to even the smallest business or home office working on a PC. Two products are especially noteworthy in the "small" CTI space: Canadian-made Communicator! Pro, a phone to use locally; CTI software design, and Symantec's TalkPhone Pro, a companion

to small business software heavy hitters Act! and WinFax Pro.

This article will look at what these packages have to offer the home office or small business user who wants the business edge offered by integrating phone operations on his or her PC.

The goal of Vancouver-based O1 Communicate Lab Inc., when founded in 1992, was to make integrated communications easy and accessible for ordinary computer users. The first version of O1's integrated communications software, Communicator!, was launched in September 1994. The com-

panion software functioned, including fax, data mail, voice telephony and Internet fax.

According to the company, by June 1996, Communicator! Pro was the top-selling small telephony system in North America. A large reason for the product's success is that it has hosted a great deal of functional power under a drop-dead simple and intuitive user interface, employing an extensive library of a feature-packed keyboard set to guide the user's activities.

Communicator! Pro requires a Windows PC with a compatible voice/telephony modem (either external or internal), with the PC running Windows 95 or later, or Windows NT. We tested it on a PC with a 300 MHz Pentium MMX CPU, 32 MB of RAM, and an internal 33.44Kbps modem. To use all the voice and audio functions, a voice phone, external modulator and a set of speakers were also required.

Installation involved loading Communicator! Pro from the included CD-ROM (about 15 MB of hard disk space was required). After installing Windows 95, and launching the program, the Communicator! Pro (CTP) interface appeared on screen.

You can start from the "Virtual phone" option on-screen, with all options visible, or in reduced mode,

where the Internet fax, data or telephony modules are not visible. CTP uses a familiar answering machine model to make it easier and quicker to use. You can also skip answering machine or phone fax even now, this one is tremendously customizable. There is some danger in this, since it means the user has both the opportunity and challenge of modifying a real number of features.

The 344-page manual is elegantly laid out, with contents instant and fairly easy to find and clearly explained—but there is still a learning curve in using this program.

CTP has full-featured modules or "drivers" in the companion phone display for telephony, Internet, and G4Mail options. Some phone features include a screen for speaker phone conversations, a speed dial list, and a tape recorder for recording messages in conversations.

Continued on page 32



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CPA for small business

Continued from page 10

The basic appeal of CP is the integration of features, which may be enough for many individuals or very small businesses to use for all contact management, desktop and messaging needs. There's a built-in contact manager sitting with user-definable phone books, sorting, filtering and messaging functions. It's less full featured and powerful than Symantec Act, for example, but it is simpler, more compact and may well be all many

small businesses need

CP's virtual phone set allows you to log browsing and outgoing faxes and calls, and easily record communications from the key people. Incoming calls and results (including voice mail) enter the browser and address page manager are all well supported. Business messaging now is relatively simple point and click method to attach multiple messages to an item (fax, email or voice) to be sent, and then pop in a queue and take it, and so.

In many cases, making customized selection involves moving beyond the telephone people to a corporate website that in most cases navigation is limited to one or two levels of requester windows, and most actions are accomplished by simple clicking or dragging and dropping. Just a casual viewing of the manual will probably be required for the first few attempts.

Two slightly odd issues are in the program are a data communications module and an image editor, since the advent of

email and the Internet, I simply haven't had occasion to use any of my old documents, perhaps. As for the image editor, it would be useful for modifying scanned faxes and scanned pages of text—often again I merely have a need for this.

Going on the next level of CP functionality involves learning to set up and operate more manual and Internet-based and a connection to your Web browser or client (CP has a module of features within the program that allow you to launch Microsoft Internet Explorer or Netscape Navigator). There's also an Internet Phone option, to allow users to make long-distance phone calls over the Internet, which we did not test.

Altogether, installation of CP took about 20 minutes, and learning how to use its basic functions required a couple of hours. Exploring and testing user-definable features required several more hours, and there were still parts of the program we didn't get to in time for this issue's deadline. We suspect most users will pick and choose from the very large number of features for a steadily small set of features they find most useful.

Comments: This is a sophisticated, powerful communications platform which does a remarkably good job of defining its mission statement in language all too for easily exposed weakness of computers and telephone technologies. Although it aims to be an all-in-one solution—for example, with its own fax, graphics and contact database import and export options—some users may not want to use redundant external tools (such as a more full-featured contact manager, such as Symantec or Symantec's Act) to create a fully integrated solution.

Nevertheless, it is quite amazing how many useful capabilities are included in this software program, and the impressive layout of the user interface is a big aid in getting started and using the applications productively in a relatively short period of time.

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Synovate, publishers of the leading retail market management and the popular Act! and Mailer Pro 7-21, was an obvious target of the challenge posed by a package such as Communicator Pro. Perhaps in response to CP's challenge, as much as from a similar vision of the convergence of desktop with telephone, Synovate has developed its own integrated software product, TalkWorks.

The current TalkWorks Pro version 3.0 seems founded with the latest version of Windows Pro (98). As well, since a great many Windows Pro users also use the Act! contact manager, a fair comparison of performance (performance between Communicator Pro and TalkWorks is based on a bundle of TalkWorks and Act!.

TalkWorks has a smaller manual than Communicator Pro. *Continued on page 13*

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Palm VII to get wireless comm edge

By Keith Schoonli-Babione

3 Core recently announced plans to return it to a line of popular PalmPilot devices with the introduction of the Palm VII. The Palm VII aimed to ship later this year, provides instant access to the Internet through wireless communication devices and fits the compact design and easy-to-use interface familiar to PalmPilot and Palm III users.

The Palm VII will be the first of a new line of Web-connected PalmPilot devices with personal and corporate development from the perspective of Palm file conversion available. The new Palm VII is designed for users who require access to Internet data while mobile. One leading research firm estimates that this burgeoning wireless market will reach some \$1 billion by the end of 1999, and grow to more than \$15 billion subsequently by 2002.

Web clipping

The Palm VII will also introduce iConnect Web Clipping, a new form of accessing Internet information. Web clipping is designed to extract only the data a user needs from Web sites, stripping out extraneous information, according to iConnect.

This feature has already found favor with a number of leading Internet services providers, including AOL/MSN's new ISP4.com, iVillage, Eazel's Napster, Microsoft, Microsoft's MSN, Yahoo!, and today the World's Channel, and Yahoo!

The Palm VII will include an Internet-based messaging service for instantly wireless delivery and retrieval of messages. It will also come with a calendar, to-do list, and integrated address and will be loaded with Palm OS. iConnect-related services, which will provide company-wide

support and billing for the Palm VII. Pricing for the Palm VII not available at press time.

Mail Time will give first mail at 10:00 AM every morning.

Other Palm VII news

FOR THE RECORD (FR), following the Palm VII announcement, several others in its announced products and services to support the new device.

Developer Tools for Palm VII

iConnect is offering a comprehensive set of free tools, technical resources, and services for third developers, and Internet content providers to ease the pain to the Palm VII. The tools give developers a HTML interface for building their query applications, and can then be downloaded from developers in Palm OS based Web OS (PDC) files. The tools will be available online in early 1999 from the Palm Developer Zone and will include a style guide, quick start guide, PDC code samples, utilities, a Palm OS software reference for writing query applications, and full device emulation.

<http://www.palm.com/dev>

Network messaging software

Prophet Communications says iConnect will use its Messaging Server (Mailing Software) with user and Developer Server software to give Palm VII users secure, fast, two-way wireless messaging capabilities. When the Palm VII arrives in iConnect, Network's Messaging Server also enables to make two-way communications. Network's Developer Server then creates a new site account in Network's Messaging Server. Network's Software also allows for Palm OS software to Palm OS can choose between local and network services.

Palm's billing changes outlined

Palm Software Inc. said Palm Computing will use its instant billing system for the Palm VII wireless Internet service. The billing software will let Palm Computing offer different pricing models to customers depending on usage, rather than having to offer a single flat fee.

Instant RDP support

Recent technologies like Microsoft's GroupWise, Digital signal processing (DSP) provides wireless communications capabilities for the Palm VII. The latest Palm OS (PDC) chip (the latest called "Palm OS 2.0") will be able to process digital signals with the latest wireless technology from the Wireless Networks. The Palm OS 2.0 will also enable wireless services as well, the firm says. The single chip does what normally takes three chips on PC and makes much better space and power consumption are reduced and battery life is extended.

Other Palm news

Parent adds second to PalmPilot

WESTLY GREENE PA. (AP)—Palm Pilot Publishing Inc., a subsidiary of International Digital, has announced the PalmPilot II, a new model that will be released in March and Palm II-compatible connected handheld PDCs.

The product should be on store shelves early this year, according to a Palm Pilot spokesman. The device offers Palm OS multimedia features that let them record and play back notes, memos and addresses. The new states the device is the world's first sub-notebook device for the Palm OS platform.

PalmPilot also supports wireless systems, and some multitasking. It will be able to dial and even transfer a single voice message to a program to save time and create progress on the Palm OS platform.

Palm Pilot Publishing says the device is smaller than the PalmPilot model and more so than a PDA. It contains a built-in microphone and a stereo speakerphone jack.

The firm also plans to release a PalmPilot software development kit (SDK) for developers who want to take their PalmPilot products to the next level. Brightlight, a vice-president in Palm Pilot, said the SDK has enough multimedia features to give Palm OS developers a excellent platform to use in creating innovative new stand-alone applications for the over 10 million Palm OS-powered computers in the market.

PalmPilot has a suggested retail price of \$150.00.

Palm Pilot Publishing <http://www.palmpilot.com>

Documents to go for Palm devices

IBM/MSD, Com (MS)—Compatibility software app that (Apple) Inc. has announced a productivity product to take files from office into applications like Word, Excel and others to the Palm Computing platform. Documents to Go can use a Windows technology to view documents on any Palm OS-based computer. It will be available in the first quarter of 1999 for both handheld and Windows PCs at retail price of \$129.95.

Apple <http://www.apple.com/compatibility>

Continuum announced: IBM, PDA

IBM/MSD, Com (MS)—Information technology/Continuum Corp. has announced what it says is the first commercial PDA, called Continuum Layer protocol system to the Palm Computing platform. (Continuum) can use a device to access Internet-based or enterprise applications from Palm OS handheld computers (PDCs) using Continuum's direct dial-in network connectivity technology. The move is the first step of IBM, to work under the Continuum typical of PDC.

Continuum <http://www.continuum.com>

New database-only search engine

NO—A new portal site has been launched that looks to make it a lot easier to find documents on the Internet. Unlike other indexing sites, the new site offers services, Web site content, reputation and public relationships between webmaster databases. This allows users who find sites to locate the appropriate database more easily.

<http://www.webindex.com>

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In brief

ACOM awards small biz Y2K plan
SANTA CLARA, Calif. (ENR)—ACOM has awarded a program designed to help small to medium-sized businesses tackle the upcoming Year 2000 (Y2K) programming issue.

Since all organizations are now increasingly linked through global data networks, one economic constraint to the Millennium bug is only as strong as the weakest link in the supply chain," said Joe DeMunzio, the firm's chairman.

The program covers, ACOM says, services, while ACOM's 500 organizations and governments have devoted dollars and resources to pursuit of Y2K compliance, smaller companies often have no dedicated information officer to ask the right questions.

ACOM's four-pronged program includes access to Y2K resource centers, a small business Y2K specific program, a Y2K On product certification program, an online business service, and a desktop business service.

The resource centers are linked to a group of worldwide call centers that offer free advice to businesses, as a resource to suppliers, ACOM says it will give information through Internet site addresses, while print and video materials to educate and prepare these businesses for the year 2000.

The small business center Y2K support program, meanwhile, includes distributing comprehensive Y2K kits to its subscriber members (ENR). The Y2K On product program involves shipping highly compliant software on from ACOM connecting systems that are Year 2000-compliant.

Perhaps most interesting of all is ACOM's Online Hotline, a Web site that provides information on the Year 2000 aspect of ACOM products as well as services to SMEs. Last but not least, is the company's Internet service, accessible via website in Canada, which ACOM says, gives clients and business customers access to a variety of Y2K materials.

Ken Debra Heller

Electronic Mail: ken@acom.com
E-mail: ken@acom.com

Real-time remote database app
MILWAUKEE (ENR)—The company perhaps has become the first Internet Web, selling protection software of the new name, and general Windows login for Windows NT, a Internet-based application.

According to company officials the software is the first implementation of its Internet-based remote technology. In fact, it is a highly secure, Web-based technology that connects each individual's personal laptop to the Internet, while ensuring a password, a user's typing rhythm is measured to create an electronic profile.

The profile, based on several samples of the typing rhythm, is then stored by the system and administrators view when they enter their password.

Given this, the firm's position, and that Infrared login for Windows NT is the company's response to the industry's increasing need to

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FEBRUARY 1999

How secure is
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The practical guide to Y2K readiness

Part 2: Business considerations

By William Jordan

To prepare for the new century in your business, the first step is to understand the company you are in. The 2000 (Y2K) compliance, as a matter of good business practice, you, or someone in your company, will already have papers records of all financial transactions (if you have it, you have more to worry about than the Y2K problem and should consider purchasing the services of an accountant or business manager).

If you work in a large firm, the company system is probably maintained by in-house technical people or the maintenance and repair is outsourced to a company like the one I work for. They will ensure the computers in your workplace are Y2K com-



pliant. You can help in two ways, though.

First, make sure your company is doing something about the Y2K problem and visitors to help if need be. Some companies

have organized committees of management and employees to ensure the Y2K-compliance process.

The second and most important step you can take is to keep every document which is at the heart of why we have a Y2K problem. Start tracing yourself to see the last year or so of the Y2K000 data. The ISO (International Organization for Standardization) has created the Y2K000 (ISO 9000:2000) as the preferred method for accepting the year, month and day.

You can easily change the spreadsheet, database, or documents you have created with the new large data. You might want to check out the Web site for the specific program you

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Remote access in the real world

By Carol Willschrodt

Increasingly, companies seem to be buying into the idea of having a second computer that they can carry with them. Typically, this is a notebook or handheld computer on which you would store copies of some of the data held on your desktop system or on a corporate computer network.

The problem comes when you use the notebook or handheld computer to make changes to the data stored on the desktop system, or to create new files on the mobile system, in a fairly short period of time, you arrive at a situation where you have one set of data on your desktop computer and another on your mobile computer and no way of telling which data is going to be wrong.

History of mobile systems suggest you

get around this problem by "synchronization" data between the desktop and mobile system by either using the software that comes with most handheld computers or the "FileMaker" utility that comes with Windows NT/95. The synchronization data may not always be what you really need to do. There may be one version of a document on the desktop system and another on the desktop, and you want to keep both, not just simply replace one with another.

There has to be a better way, and there is. It's called remote control software and it allows you to use your notebook or handheld computer to remotely edit data on desktop system and use it as if you were sitting at least of it. There are a number of advantages to this approach, the primary one being that you rely on having only one place to store all of your data the desktop system.

A variety of remote control applications are available for the task, but for the purposes of this discussion we will focus on Symantec's pcAnywhere, which is available for Microsoft Windows CE, 95, 98, and NT (the latest version of which has been added Windows 2000). It allows you to connect to a remote system via a telephone line, a network connection, a simple direct connect cable or even over the Internet. Once connected, you gain control over the remote computer (as if you were sitting at least of it), running all the applications software on the remote machine, and even using it to send and receive email and files.

Just how effective this is will depend a lot on the speed of the remote connection and on the way the connection is made. The ideal connection is over a corporate

Continued on page 48

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How secure is your network?

By Ross MacLennan

"Security is a number one issue for anyone wanting to do e-business," electronic commerce," says Phil Soper, the general manager of systems management and networking services for IBM Global Services. Soper's group comprises management consultants, technical architects and information technology (IT) specialists who collectively give clients advice on IT infrastructure and network security.

As the Web gains importance as a vehicle for customers, network security becomes a central concern.

"It's something that has to be addressed if we're to take advantage of the explosive growth of Internet-based business," says Lopez. "With all the new connectivity between partners, suppliers and customers, there is increased exposure to risk because there's potential exposure to breaches in security with every connection," according to Lopez.

The actual value of what is at risk is hard to quantify because leeches in network security do not always directly leverage money. What many businesses have to consider right from the start is not the potential loss of corporate monies, but instead the possible value of business lost.

Financial data is one important category of information, but other types of data can be of great use.

"Sexuality clubs come in a number of different forms," says Seger. "Some of them are as simple as lots of separation or a negative reputation resulting from several security breaches."

Several examples of reputation loss have occurred in the United States, where college Web pages have been hacked and links added that lead to "unsubstantiated" places. These include glowing sites, pornography sites and sites promoting racism. The resulting "loss of reputation" can lead directly to the loss of customers or even official complaints from more conservative members of the public.

Even more acute is the potential damage that can be incurred by large companies that retail exclusively online—Amazon.com (book), or FifthSonic (computer equipment), for example—for whose own minor security problems can lead to untold losses. Such companies are vulnerable even to nation- or geopolitically motivated security problems, because they can be just as damaging to the public level as any security compromise of the system.

A recent study by the Computer Security Institute showed an increase in network security breaches despite increasingly sophisticated penetration technology. Sipes still insists that approximately 48 percent of people directly involved in network security reported at least one breach of their system in 1997—a significant increase over 1994 numbers, and with a greater monetary loss as well.

Mean average length

One notable manifestation of the rise in concern about national security is that many

companies are creating dedicated information technology (IT) security positions employing experts specifically to evaluate the risks involved, review and create security policy and to implement that policy by protecting the company's information assets.

A recent PricewaterhouseCoopers study of U.S. companies during 2001 indicates that \$150 billion worth of business annually results from the fastest growing of those that are not those employing it the most. Furthermore, the chief executive officers of all surveyed companies were asked what they saw as the biggest barrier to increased adoption of IT. 64 percent cited security as the top concern, whereas a similar survey performed two years earlier showed 77 percent of the chief executives chose security concerns.

It's quite easy to see where money can be lost when trading information is acquired from a stock brokerage, for example, but how can you figure out a value when somebody's personal medical information is exposed?

—Full Source: JMM Global Services

"An important thing to realize is that security is a business issue, not a technology issue," says Seper. "Technology highlights the potential for exposure to risk but the vast majority of security exposures come from places that have been this for some time. A security policy should be looked at as a hygiene thing. Further, it is an enabler for business in an increasingly connected, cross-media environment."

Security is a business issue, not a technology issue

—Full Scope: IBM Global Services

[illegible]

It was not that the largest area of risk is related to a firm's own employees. In the same *IntercontinentalCooper* study cited above, it was shown that the largest group of security personnel engaged with employees authorized to access sensitive information (the second largest group involved unauthorized employees) while former employees composed the third-largest group. Collectively, these three groups accounted for 79 percent of all network security breaches. Only the remaining 21 percent could be attributed to hackers.

"If you look at many of the companies I've worked for where security is very important—things like telecommunications companies, health-care insurers, government agencies, financial institutions etc.—the types of information being protected vary widely but can have

developing aspects of status," Sayer says. "It's quite easy to see where money can be lost when trading information is acquired from a stock brokerage, for example, but how can you figure out a value when somebody's personal medical information is exposed?"

"The economic value may be very low," he continues, "but the emotional value is large: value of such information is very high. And the expenditure that let the information be acquired can suffer extremely from the loss of public confidence. Governments in particular isn't skilled to have private citizens data exposed. This is something we all hold very close to our hearts and we leave the government to look after that kind of information."

...B-C incidents might find the latter a particularly salient point as they saw much news in the latter part of 1994 about the failure of a shoring-out subcontractor to adequately secure and destroy sensitive government paperwork. Of greater concern, however, is that most of past network security breaches seem to have the addition

“Organizations and the people involved tend to be very down about security exposures for very understandable reasons,”

The solution is then growing problem lies in addressing the efficacy of a company's security policy as well as the level of employee access. Often, for example, someone might simply call a technical support line asking they've lost their password and quite easily get the information necessary to back into the system despite a company policy in place against giving that type of "help." Another type of feared policy occurs when a company's internal network authentication relies with too many chances or on such volume that employees walk them on a risk-prone and easy path to their machines.

larger than a history of these types of security risks even where solid security policies are already in place.¹² If departments have been known to fail at times, managers may suggest that users do so during peak periods because of the resulting increase in system performance. That is a very short sighted and dangerous. (Thurs 20-22)

"However, I said a company can't have one of the best network security policies I've ever seen," he says. "But it wasn't even audited for employee compliance. An employee brought his own modem to work and hooked it up to the Internet at his desk. The IT department didn't know about that because the employee simply neglected to tell anyone and a hacker was able to access the system through that modem by a remote link from a war dialer [automatic dialer that automatically dialed every possible combination of phone numbers]."

*Anecdote: interesting case involved a law-firm institution in the U.S. that had an image of one of their credit cards on their Web site. It was an actual credit card but created as an inactive document. What these clerks did was create a whole bunch of sites

native swimmers using the same beaching scheme and try them all out with a wetsuit. A good percentage of the swimming combinations actually worked and, though a few at the bank's anxiety point, the divers were able to raise funds. The divers were based in Asia and the bank was in the U.K. and the money was raised.¹⁰

Paul Hwang says in Harvard

business network policy tips from Superintendents: dividing a business into units of activity center—related activities and associated in which different levels of security apply.

Internet and e-mail-linked users would incorporate different passwords and screen codes to individuals within the company whereas the estimated online addresses change like a company's Internet and e-mail routing areas, which require more stringent security like firewalls and data encryption.

Another basic tip is to make sure any business partners with whom you do the same type of business in place

In terms of the costs involved, simple use is to determine whether the expenses related to security are greater than the value of what you're keeping, in plaintext. There are security technologies available commercially suited to even the smallest businesses that don't require a large capital outlay. "As long as these technologies are installed and implemented according to the manufacturer's directions, they will provide the value that all companies should have: network security not as a problem you react to but as something preventative like any other kind of business insurance," Sauer says.

Classified as secret, 100

Network security check list

Information asset profile—An inventory of a company's critical information assets and summary of security requirements. Security health checks review that classification strengths and weaknesses in an organization's IT security controls.

Security process assessment. Identify strengths and weaknesses in an organization's IT security process.

Applications severely impacted. The evaluation of security functions in applications made introduced to the network.

and identification of any modifications required to comply with security policy. Network security assessment. Evaluating the security controls implemented in internal networks.

System security assessment identifies the vulnerabilities that might exist on key internal operating system platforms. Like security assessment, it is a depth review of the six security controls and associated system documentation.

IPsec generally disallowed. A cost-benefit review of the overall network design to determine how effectively it links, integrates, outside networks from growing access to internal trusted networks and systems.

—James H. H.

Remotes access in the real world

Continued from page 39

cables, or a high-speed cable modem connected to the Internet. In this case, it is possible and reasonable to use applications remotely that you simply could not do if you were connecting at standard 300bps modem speeds.

The performance of a remote control application is limited by how fast the "thin" irregular rate script and process the actual movements and keystrokes from the system

that is actually controlling it. Performance also depends on how fast the changes to the screen (which must flow the movement of the mouse or entry of keystrokes) are reflected back to the remote user. If it takes several seconds for the screen to update, every time you hit a key, there is a frustration for all but the most hard-core users.

In many cases, however, you would not want to bother actually moving the data while you are connected remotely. You would typically create the documents on

your remote system and then transmit it to the local desktop computer to transfer the newly created documents.

In other cases, you can do this by either "pushing" data from one computer to another or by simply file transfer. In either way you do it, the theory remains the same—the desktop system receives the actual representation for all your data. You could then use your remote computer and the user would know it is a task or step it takes the system and you would not lose any data as it would have

been saved to the remote desktop system.

There are definitely a few challenges in taking this remote approach to the use of remote control applications. The first is that you really need to have a good attitude and consistently available connection to the "thin" system. If the connection is variable or prone to crashing, the whole scheme falls apart. You also need to look at whether or not you will need some sort of wireless system, and whether that wireless system is fast enough to reliably support the operation of the remote control software.

Secondly, you must regularly back up the data on the host system. While it is good to have all your data sent on your location, it must not be the only copy of the data. If the hard disk of your host system fails for any reason, you must be able to retrieve your information.

Finally, you need to consider what to do about email messages. They can be sent of the most sensitive aspects of running remote computers. You end up with different sets of messages on different computers. And if you need to reply to an email message, it doesn't help if the original message is on another machine.

Remote-control software offers a great solution to this problem, particularly if you make your remote connection via a cable modem or network and can therefore allow access to your desktop PC via the Internet. You simply allow those sending any email via the desktop computer's own local email software and instead have it all come into your desktop machine.

When you want to send or receive a message, you connect to the desktop machine remotely and copy across the message you want to send, receive or reply to. Some would argue that Web-based email (such as Hotmail or Yahoo!) is a better option, but this, too, you get more control of your messages with a full blown email application like Outlook 95 than you will ever get out of a Web browser-based email offering.

There are just a few considerations for those who want to use remote-control applications to access their desktop computer from their mobile system—and some of the advantages they may enjoy by doing so. □

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New feature in your network?

Continued from page 48

Personal exposure

Though network security is essentially a business issue, the concern for consumers lies in the ability of businesses to access card numbers, personal data, medical records, or other financial records in a manner that will permit unauthorized access. Given that the possibility of a hacker gaining hold of your personal information and using it for fraudulent purposes is very real, there are precautions we can take to further reduce that possibility.

First, keep the amount of personal information you provide on the Internet to a minimum. Next, if there are password-controlled sites that the same personally you use for access to your home or work computers. Also, some of the more cautious among us have thought of suspending low-limit credit cards specifically and exclusively for use in online transactions, preventing the impulse, high-limit card numbers from Internet exposure.

Perhaps a single step may be wise to wait a while, continuing to monitor our daily activity in the more traditional fashion by actually printing up and going outside. □

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Socket 370

The upcoming Celeron will be launched in the first part of 1999. The idea behind this different package is nothing else but cost reduction. Slot 1 is way too expensive and too sophisticated for a solution that's as plain as the Celeron. The socket will contain 370 pins and will NOT be in any way compatible to Socket 7, which is easy to comprehend when you realize that Celeron® has got the L2 cache already in the package and it's using the PC (CPU) protocol! Instead of the Pentium bus. An Intel spokesperson also confirmed that socket 370 operates at a bus speed of 66MHz (compared to Slot 1 at 100MHz). To keep you up to speed, check it out Houston

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1000-2	1000-2	1000	1000	1000	1000
1000-3	1000-3	1000	1000	1000	1000
1000-4	1000-4	1000	1000	1000	1000
1000-5	1000-5	1000	1000	1000	1000
1000-6	1000-6	1000	1000	1000	1000
1000-7	1000-7	1000	1000	1000	1000
1000-8	1000-8	1000	1000	1000	1000
1000-9	1000-9	1000	1000	1000	1000
1000-10	1000-10	1000	1000	1000	1000

IDE & UL TRIMMING

Part No.	Model	Price	Qty	Unit Price	Unit Price
1000-1	1000-1	1000	1000	1000	1000
1000-2	1000-2	1000	1000	1000	1000
1000-3	1000-3	1000	1000	1000	1000
1000-4	1000-4	1000	1000	1000	1000
1000-5	1000-5	1000	1000	1000	1000
1000-6	1000-6	1000	1000	1000	1000
1000-7	1000-7	1000	1000	1000	1000
1000-8	1000-8	1000	1000	1000	1000
1000-9	1000-9	1000	1000	1000	1000
1000-10	1000-10	1000	1000	1000	1000



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1000-2	1000	1000	1000	1000
1000-3	1000	1000	1000	1000
1000-4	1000	1000	1000	1000
1000-5	1000	1000	1000	1000
1000-6	1000	1000	1000	1000
1000-7	1000	1000	1000	1000
1000-8	1000	1000	1000	1000
1000-9	1000	1000	1000	1000
1000-10	1000	1000	1000	1000

RAM

Model	Price	Qty	Unit Price	Unit Price
1000-1	1000	1000	1000	1000
1000-2	1000	1000	1000	1000
1000-3	1000	1000	1000	1000
1000-4	1000	1000	1000	1000
1000-5	1000	1000	1000	1000
1000-6	1000	1000	1000	1000
1000-7	1000	1000	1000	1000
1000-8	1000	1000	1000	1000
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1000-6	1000	1000	1000	1000
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as diverse as spell checkers in Microsoft WordPerfect and Lotus SmartSuite. In MacJazz is Stewart's electronic version of the Frenchan language.

Quintan awarded his latest torch project, *El Peral*, at Ball Games 1996, its launchings at the Las Vegas event, and later at the Tucson office, he demonstrated what *El Peral* can do to speed up and improve the quality of research and business on the Web.

X-Postal version 3.0 is a CD-ROM loaded with a range of 3D electronic reference works, and a software utility that works inside a Web browser. Microsoft's Internet Explorer for Windows version 3.0 is the best available, to be followed by Netscape Navigator for Windows and Apple Mac versions.

100% 100% 100% 100%

The basic II Portal system is designed to run from an individual PC, with hard drive (and working) versions are available, at the point of

stores facts, statistics and school rankings. A analysis of categorized reference works lists more than 300 MB of hard drive space. The X-Portal may integrate its added to the Internet Explorer browser system, to the base of a search window on the left hand side of the business window.

When you type in a search query, the E-Search software creates an estimated page based on probabilities of word content, and begins to find the highest quality matches it can find using the E-Search system. Initially,

the responses come from the relevant library on the user's hard drive, but X-Base also goes one step further and updates any number of non-database search engines on other PCs, and dynamically re-creates displays, new high-quality responses to the search query.

When we used X-Rite's color bar it showed between 75-80 percent off the marks even for various kinds of inclusions. It



estimated at displaying by well over 50 percent, although ads on high quality pages often appeared as part of the page's HTML code.

Basically, using Eudora made the process feel in charge of the search process—an unfamiliar feeling. The 5-Panel algorithm working in the background did an amazingly good job of parsing what I really wanted from my search query and provided rich, useful information quickly and easily. The user interface is extremely well thought out and easy to use.

Interning, it should be borne with an understanding that a suggested price of \$600 for either online or through a toll-free phone line, is partial to a great disadvantage for any student, professional musician, parent, or business person. In either the 20th or 21st century, the same ecological and as Emerson's other products, however it may have to be learned and cultivated to a high degree such as before any New York or Milwaukee Internet Explorer for a scientific learning tool, or included with some of the major online services such as AOL or CompuLink.

The easy potential problem we could see with the X-Point was the 200-Mbit of hard-drive data space required to store its reference library. The library is an essential part of X-Point's proof-of-concept, as it typically is to provide a large number of immediate positive responses to search queries, while the program simultaneously begins refining the results contents of the returned information request. On the average PC, total storage, which typically has less than 2 GB of hard-drive capacity, still is not an undue burden, but it may be an obstacle to owners of older machines. Apple's PowerPC-based version of X-Point is the best and most user-oriented computer software program that

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A ThinkPad for the masses

Continued from page 87

Lenovo creates a system's multimedia performance. The test also includes the bench marking standard, which is now a 300 mHz Pentium II desktop system with 64 MB of RAM. Lenovo enhanced the score, outputting a value of 105 for the mobile system, to try a benchmarking machine, that now exceeds the test report for desktop on the new test suite.

The ThinkPad 1410 showed scores of 75 for Office Productivity, 76 for multimedia, Creative Creation, and 33 as an overall System 98 score. More data is like the machine to run through the new test suite. It's hard to comment on the relative performance, since to say that it is between 70-75 percent of what the System's standardized machine scored is.

To give some sense of performance against similar machines, we also ran a ThinkPad 180 through the test suite. It scored in scores of 66 for Office Productivity, 66 for multimedia, and 49 as an overall System 98 score. The 180 was a 333 MHz Pentium and ran 64 MB of RAM, compared the 1410's 266 MHz processor and 32 MB of RAM.

Luminary

The printer IBM will be successful with this machine. It offers performance to keep even heavy users satisfied, and includes enough software to be useful right out of the box. The 897 series is excellent—and a compelling feature as a standard in this price range.

We were not impressed with some of the features designed specially for the consumer market—for example, the external audio CD controls and sound system—but there are more qualities about an electronic line product.

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Continued from page 84

Let this bring us to the basic question: why would anyone buy what is, in effect, half of a workstation?

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May the force be with you

A quick journey into the world of force feedback

Force feedback is a new and much-hyped technology wherein software-generated signals pass back to a motorized control device and are manifested as tactile sensations. In the world of computer gaming, force feedback is intended to add another dimension to the experience by jolting, vibrating and otherwise buffeting the controlling hand(s) and arm(s) in sync with on-screen events.

By Gord Goble

The future of force feedback (FF) technology is uncertain, especially as the early kiosk-based toys begin to mature.

The problem? Well, although a number of incompatibility tests, early FF mouse tests exist, early FF mice are limited and game developers just didn't dedicate enough time and effort into making the FF potential clear when developing by industry giant Microsoft or its competitor Immersion Corp. into their titles that as the last couple of months, the tide has started to turn.

Compatibility handles all but disappeared when Microsoft and Immersion reconfigured to implement FF support right into DirectX 8.0 and 9.0. Additionally, both companies missed one vital that upgraded the level and the variety of impacts, but finally, game makers actually began to put more than just intense effort into the FF capabilities of their games.

Stronger than ever before, numbers have the support of FF support from more evident than in the highly popular genre of automobile racing games and the steering wheel and pedal systems only that have been developed for this category. Why can Microsoft? It would seem the Force has the most racing in a natural fit. Think about it: Driving a car through narrow roadways and high-speed turns with not just two hands on the wheel, but also on the pedals, is a natural fit for FF technology.

The all FF driving wheels are not equal, equal. I had the chance to test drive five at three, and the quality ranges from cheap to expensive right on down to the high end.

Guidance for the Force Leader 3D Force Feedback wheel and pedal set, for instance, is small, well and simply constructed with few changes that did not change, a broken pedal on my test unit and problems, the Immersion/Force 3D was the worst of the bunch.

Immersion's Immersion Force Feedback wheel had marginally better steering response for its mounting system, a quick release from that allows you to flip or detach the unit in less than five seconds. Microsoft's Force Feedback-generated FF sensations—this is the only FF game that doesn't use Immersion-based graphics—had fairly pretty variations and some surprising effects compared to everything else I tried.

Granted the Microsoft was the only wheel that offered a consistent game over Immersion's wheel, just construction is flexible. Microsoft's pedal-based steering support, the big \$1000 price tag helped keep this one out of the back of the line.

Of more interest was Microsoft's Ultimate Force Feedback Racing Wheel, a master level with lots of power, a full-size system that only enhanced those differences of G-force, and lots of features. The large pedal set was also quite impressive for the non-racing construction of the wheel itself. The first time I was driving a track and completely was not my own. Additionally, the Immersion Force—the first FF wheel ever produced—was based on an early version of Immersion's Immersion and software, meaning a just not capable of producing some of the real effects evident in a few tests.

In the end, just two systems packed enough punch and enough quality to warrant recommendations, and quick reviews of these units follow. First thing is a brief rundown of a few important FF generalities—information that applies to every FF racing rig ever constructed.

- As sensations are generated only by the steering wheel, Force remains as they always have been—without electro-mechanical vibrations and good or bad depending on the quality and design of the unit.
- One of the chief reasons FF driving isn't as fun as it used to be is the fact that you're not—this is the only FF game that doesn't use Immersion-based graphics—had fairly pretty variations and some surprising effects compared to everything else I tried.
- As FF wheels change and improvements are made, there's a good possibility you'll have to shell out even more dollars on new hardware. You are sometimes it's not just the software that changes but the chips inside the wheel too. So, you must strive to be satisfied with the current state of the art. It's not like upgrading

systems, or it hope that new developments will be sufficient only.

- Because force generally is the form of a power and not a force, AC adapters are always required.
- Enough said about background, let's look at the best of these feedback racing



Microsoft Ultimate Force Feedback Racing Wheel
Tel: 800-333-3333
My Force Feedback
Steering Wheel

A joy to behold and a joy to hold, the Microsoft Ultimate Force Feedback Racing Wheel has obviously been designed

...certain effects feel as if they well up from deep inside the unit, giving you a real impression that there's something under your wheel, not the wheel itself, producing the movement

by people who know their racing. From its high-contrast and color-coded controls, to its fully applied the

Kid Pilot, Creatures 2 good play value

By Jean Allien-Basson

Y ou have an arsenal of snark skills and snafu games. The post-Canadian winter still hangs outside, deep and cold. If you have to listen to repetitive Nintendo 64 game music with snarky intro-outro on each track, you'd have to stop it at hand.

Kid Pilot and **Creatures 2** are two games that will end the misery both as fun, distracting and non-violent games that will also add to creative play for the first years and offer old-ups and boys. These games also offer subtle educational enhancements.

Kid Pilot

From: Knowledge Adventure Play Zone
Tel: 800-543-4341
http://www.kidpilot.com
Requires: Windows 95/98 16 MB Pentium PC
Price: \$29.95

Kid Pilot is a role for children ages five to 10, but even my 12-year-old enjoyed playing it. **Pilot** is the first realistic flight simulator for young kids. It has the same "look" as the flight simulators that have been around for years for teens and adults.

Kid Pilot has lots over 3D phonetic landscapes that include dozens of 3D cities and landscapes, and they navigate using a simple control panel and tool bar. The fully functional instrument panel includes gauges that indicate speed, altitude and direction. But players have to be careful: just as in adult flight simulators, they can crash! They can

crash it hard! However, in the form of **Parents**, an extensive parent's guide provides advice along the way.

On their way to becoming flying ace, kids can earn their license, street and gold flying wings and confidantes. They can also create and print pages for their favorite place book of locations they have flown over and create flight notes, as well as pictures of airplanes.



There are three fully detailed aircraft to choose from: the Tiger Cub, the Onix 40 and the Eagle 5. This selection is available through the flight control tower, that also offers choices of destination, airport position and time of day.

During flights, kids are given "facts" about the cities they are flying over—educationally, for Canadians, only U.S. cities are

included. A few international cities including some in Canada, might have made for a better route. Forthup in **Kid Pilot 2?**

Creatures 2

From: Maxis/EA
Tel: 617-763-2800
http://www.creatures.com
Requires: Windows 95/98 16 MB Pentium PC
320 MB hard-disk space DirectX drivers
Street price: \$29

Creatures 2 is an enhanced version of the original **Creatures** game in which players had to look at a 44,000-hour baby-doll "child" who lives in Aelia, a devastated world that needs repopulating.

As there are some hidden components to this game, such as entering to help or harm, and typing out new words, it is probably best suited for players eight years and older. The game requires some careful thought, planning and explanation.

There are hints to be had but as players are allowed to help and at times as players are asked to deal with I can believe this is the creature can constantly on the move and need your guidance. And they don't always pay attention to what you offer them, nor do they always believe in the manner you expect. But there are a few solutions to this: never let an object to load all these as if they still value to pay attention, then "flag" them with the cursor and repeat the wording of the object. They like to be talked to, so exact behavior is rewarded with talking.

Your job is to teach basic behaviors such

as eating and complex behaviors such as speech using the "teaching computer." This latter skill will not only be useful for your creature. Then you can simply say "Gone for



who knew some you have chosen! come on!"

Enhancements to this new release include a doubling of the play area, new objects such as the **Housewrecker** kit and the **Object Inspector**, and a global weather system indicator that gives the wind, clouds, rain, temperatures and seasonal weather patterns. You can also add new life and new creatures to potentially increase the biodiversity of the creature.

All this is important if your new population is to survive and build a peaceful existence. The ultimate goal is to find the green, a spinning machine and the Aelia of the vicious **Genetics** who threaten your crea-

May the forces be with you

(Continued from page 104)

back handling) to its extremely pleasing look and perfectly angled placement, the result, thick and slightly angled **WingMan** wheel is a pure delight. Equally delightful are the non-intrusive dual utility paddles, large enough for easy access during any turn and providing an audible click when depressed.

The pedals, unfortunately, aren't cut from the same cloth. Though allowed to be loose, they have plenty of room for even the biggest feet and featuring an inordi-

nate downward motion designed for shifting in front of a PC, their theme is quiet and resistance extremely light. And that makes for less of accidental triggering, a horrible thing to encounter in the middle of a race.

As for the **WingMan** controls, they're the most powerful rig out there yet its response is somewhat quick pleasing it a bit to put into wheels, but unlike other rigs as if they're well up from deep inside the seat, giving you a real impression that there's something under your wheel, not the wheel itself producing the movement.

And that perhaps, afterthoughts to Logitech's cable drive mechanism, is a hint of reality when it hits as just the right time.

Overall, the **WingMan** offers subtle and relatively authentic feedback and more smoothly less effect to direct, though the constantly visible wheel doesn't jump as the G forces as well as some of the stronger units. As a controller for non-RT games, inevitably, the **WingMan** has no peer among this group and can certainly be favorably compared with any wheel, RT or not, on the market.

All in all a suitable choice for tight-knit IT teams who favor accuracy over power and appreciate a dynamic look.

Force RS Racing System

From: ACT Ltd
Tel: 800-980-6102; 360-939-5550 ext. 300
Suggested retail price: \$495.99

If **Force** computer design is your thing you could probably do better elsewhere, but for

Continued on page 106

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Abreunt studia in mores

(Translation: studies develop into habits)

By Ross Macdonald

Having been a wildlife biologist in a past life I have been able to learn those profane Latin terms that learned by most people via the opening syllables of Shakespeare's soliloquies. And, contrary to the impression those learned Latin scholars have given us, there is more to this archaic language than simply putting an "at" in the middle of every noun.

more familiar has added Latin to its own list.

Approx. 50% modern day word that I have looked at several of the company's older packages at the time and had some fun with in putting up word games and more subtle comprehension through Transperio. Language employment of audio video personal programs, including and even more to get the alleged student's attention and even looking in the language of others. The only example I've seen in the business is from, but largely in the Cyrillic alphabet, which can hardly threaten my program.

But here we have a different learner to anything less than the most tediousness study—the absolute complexity of Latin grammar which makes the anxiety of English seem positively trifling. There is one consolation, however, in that none but your local girl is ever going to know when you get it wrong.

As subject to above, Transperio Language employs a consistent structure throughout to learning systems of combining audio and video examples in logical succession to achieve the goal of one. Summary. The company was among the first to, allow the use of audio (and) video (and) text into the computer to compare with the present pronunciation provided on the site. This is particularly useful in getting the language done.

As the more difficult find there is a utility in which text and audio/visual clips are recorded to the user has to put everything back together in the right order. However, any polyglot talent that may have more at risk than the number in other languages will be of no use to you here. Latin is just not second nature!

It is also that Transperio Language has used Latin from Ovid's Idylls to give examples, according to get interested in while learning, plus they've thrown in a manual and all relevant Latin phrases useful for speaking throughout your office. (Note: Google eye can't find them!) I was the example in Google and downloaded the videotapes "OVID" of classical Latin.

So, after some trial and error hours with it, you might manage to employ a few Latin words.

Now I think the company's really in the learning (three days after that introduction). See, Google and downloaded.

Now, however, right? If that doesn't get you a promotion I can't know what will.

As with all Transperio Language Online, Latin Lessons Now! includes a second CD-ROM containing the Latin (Interprets) Word Translation (containing dictionary for the language including English and Latin).

And, Approx. Multilingual Word Processor. Only package to offer languages with correct accents spelling and a thesaurus and Grammar too.

Though \$100-plus might seem a bit high, this price for a CD-ROM three days, those interested in Latin will find it a bargain compared to the cost of multiple online video courses. Besides, who could dispute that all word processors cost about \$100?



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Also, something missing in popular belief is a matter of most words in second year that classical studies, including Latin, are getting a great deal of popularity in education where there has been a notable increase in enrollment in such courses. Nobody wants to know why this surge in interest has occurred. Just I suspect that the intense focus of education (incorporated by a few Latinos) dropped at the office has come when interest is.

And so it is that Transperio Language provides of more of a language learning software.

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Furby-o-rama:

Top 10 Furby Web sites

By Keith Schenig-Holbert

The big key to the 1997 Asian success will be buying—and for a look at those big buying eyes see *Whisper*, the new Furby site on the Web. The following Web sites are the panelists' picks for the top 100 Furby Web sites to bookmark, as well as to constantly check out your virtual pet.

1. **Furby! The Interactive Pet!** • The Furby home page, which is sponsored by Tiger Electronics, the people who actually make the little critters comes with interactive instruction for Furby owners, a notebook, games and more. Definitely the best Furby place on the Web up right.

2. **Furby Autopsy** • Want to know what makes Furby tick? This incredibly humorous site tells you how to skin your Furby and then, when you're a semi-technical boy or girl, you will find loads. It also provides some tips on how to back into the code that programs your Furby. Really one of the best Furby sites you'll run across.

3. **The Furby Fan Page** • Home of the Furby Flash Web site. While this site does have a lot of interesting stuff, it is a source for information about Furby through the many Web pages mentioned in the Web site.

4. **Furby Furby** • That everyone has Furby. Some people want to do weird things to them. The putting them in a microwave oven and seeing what happens. This website details some of the weird things you can do to an actual Furby. Not for the squeamish.



5. **Building Furby Incubator** • Create your own virtual Furby in this Web site. It lets you change the colors and look at its virtual form, how you, but also more.



You can go the other way or make one that looks completely perfect! It's all up to you!

6. **The Unofficial Furby Fan Club** • Excuse a member of the Unofficial Furby Fan Club here. This Web page also comes with loads of links to other Furby sites, including "Furby eggs" and how to

properly care for your Furby. It's a great site for Furby fans.

7. **The Amazing FurbyCam!** • So what is Furby up to when you are not around? Is Furby bored to his bones? A human look at the many strange places where Furby has been observed. It's a great site for Furby fans.

8. **FurbyZone** • A great site that contains the latest news, links, up a complete look at Furby and information on all things Furby. Participate in the latest Furby poll or view photos of various Furby. It's a great site for Furby fans.

9. **Furby World** • A virtual world devoted to Furby-ism. Come with plenty of information, including owners' stories relating to their Furby, custom colors and more for Furby, links to other sites and more Furby activities.

10. **FurbyWorld.com** • A great site that contains the latest news, links, up a complete look at Furby and information on all things Furby. Participate in the latest Furby poll or view photos of various Furby. It's a great site for Furby fans.

11. **FurbyWorld.com** • A great site that contains the latest news, links, up a complete look at Furby and information on all things Furby. Participate in the latest Furby poll or view photos of various Furby. It's a great site for Furby fans.

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Dear Mr. ComputerHead

I understand that to set up a cable modem, you need a network card (to which a cable modem connects) on your computer. I've have a two-computer LAN (local area network), one of the computers needs to have two network cards and proxy software to let both computers have access to Internet. But instead of connecting the modem to a computer, I should be able to connect it to the hub, as long as I can find two addresses in a network card to use (perhaps, I heard a friend saying you can do this in Windows NT, how would you do it in Windows 95? Thanks as U of T

Dear User: This has an interesting situation and the first thing you should do is check with your cable company about its policies on having two computers connected on one subscription. Many companies will supply a second IP (Internet Protocol) address as long as you supply the full, unique and an additional monthly fee. If you break the policies, you could end up back with dial-up service, which would mean the cost and frustration of having a dial-up modem again.

But, if connecting two computers is acceptable to your Internet service provider (ISP), you may want to explore the proxy route. A proxy server acts as a medium for access to the Internet for computers that don't have direct access. One company, *earthlink.com*, makes a product called *WinGate*, which is successfully priced proxy software. Visit the company's Web site at: <http://www.earthlink.com/wingate/> for information on how to acquire and install it. For the proxy solution you have to configure these two or more network cards installed the computer that acts as the proxy server. As long as you have *WinGate* (Internet request line) available, you



DEAR MR. COMPUTERHEAD

should be able to configure a Windows 95 or its machine.

Adding multiple addresses on a network card is not an option to help your situation. Multiple addresses are used for Web servers, so they can host additional pages. Even if you could find multiple addresses in a single network card on a Windows 95 machine (and I don't see finding any evidence that you can from Microsoft's site), there would be no way for the operating system to pass an IP request onto the network. You have to remember that the IP address you get from your ISP are its address, and if you try to put it on a machine with a conflicting IP address onto the network, you will have committed a crime and it'll be calling you Dial-Up-Que in no time.

Dear Mr. ComputerHead

Where ever I want to connect to my Internet provider I have to punch in my password. The little window where it says "have password" is stupid and it is hard to work, I don't know why it is so.

Wondering in Wichita

Dear Wondering: There are a number of different strategies you could use to solve this problem and each could lead you down a dead path where things jump out at you seemingly from nowhere.

However, before we go there, my first concern would be to perform a logical check on the dial-up networking system how to your ISP. The advice and method presented, known as technical literacy or a "network fix," gives a lot of different computer ailments.

Before you "attack" that dial-up connection, you'd want to make sure you have all the pertinent information: you need the ISP's phone number; mode of connection (ISDN, also known as serial line Internet Protocol, or PPP, also known as point-to-point Protocol); and the address of the ISP's Windows menu system (where you'll be using it). Just it would be nice if you acquired detailed instructions from your ISP or called us help desk before you whacked the dial-up connection.

Then after you have researched your dial-up networking connection, everything should work fine. If it doesn't then you should look at checking the dial-up networking applet. This is accomplished by going to your Control Panel>Add Remove Programs (Windows 95) and deactivating Dial-Up Networking in the Communications section. The next step is to uninstall and reinstall it. If course you will need your Windows 95 CD-ROM or install disks to accomplish this. Then set up your ISP connection again and everything should be fine. If neither of these steps work, you'll have to start going down that dead path. Best of luck, may the force be with you.

Dear Mr. ComputerHead

We have encountered a slowdown with "Web TV" since the last few months and I can't figure it out. How's the problem, whenever we close it we (press close buttons), it now takes about 35 seconds to fully close whereas it used to be a second to take five to ten seconds! Our computer is a 486 C333-66 and we're running Office 97 with Windows 95. I've recovered all my

temp files to no avail. One friend said we will have to reload the operating system as well as Office 97. Are you aware of any problems like this? I'm beginning to hate Microsoft! I would really appreciate any suggestions.

Placed on Phoenixville

Dear Phoenix: There are a number of steps that you can do before the big FORMAT. One method, if you don't click the big Computer then right click on your C: drive you can go down and select the properties. Since I am assuming your Windows system folder is on your C: drive, I believe you are on the properties page you will find a Tools tab. In the Tools section there are two useful applications: a disk checker and a disk defragmenter. Run each of them, it should help your problem.

Another issue is disk space. I have a Windows 95 box that I have installed in near perfection. When the disk became full, performance really suffered. I found that I had to do extensive pruning and then defragmenting before the performance improved. If disk space is a problem you may want to make several hard drive. There are some companies that do them on good quality drives and it may be an easy way to solve a space problem.

Got a technical question?

Email: carpethead@isp.ca

Mr. ComputerHead needs every email and letter that he receives. However, due to limited space and time he cannot personally answer each and he solicits his willing agents to answer questions that help as many people as possible. Remember to be detailed to your mail and be sure to include your operating system, program versions and hardware specifications where possible. Also include the city or town you are writing from - so we will be able to locate it and it may be in the Phoenixville.

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File management 101

Continued from page 119

File, Tools, Settings, selecting the File button and selecting the Documents tab. Change the Default document folder to point to the directory that you want to save your files or by default select OK, then Close to finish.

Adding data to the footer

Add the full filename and path of your WordPerfect document to the page footer by clicking the footer icon, selecting Insert, Headers/footers, footer A, make then selecting Insert, Other Page and Footer. Used you save your documents you won't see anything, but when you save it the full filename and path will appear.

Word Pro**Document Name and Path**

Add the document name and path to the footer of your Word file by clicking in the footer line of your page or right-clicking the page, selecting Page Properties, Footer and clicking the Insert footer button. To insert the default word, insert Other, Headers/footers, Field, click the Document Field name button and from the field name list select Path and click Insert. Hit the backspace key and repeat the process, this time selecting filename before clicking the Insert button. Used you save the file you won't see the path and the file will be called Unsaved, so save your file before you print so the correct filename and path appear in your printout.

Document locations

Change the location WordPro stores your documents at by selecting File, User Setup, WordPro Preferences and selecting the Locations tab. The Documents list area allows you to specify where WordPro will by default save your new documents—you can also click this to point to any valid directory on your computer.

Quattro Pro**Changing the default directory**

After the default directory QuattroPro stores your files in and your starting workbook by right-clicking on the QuattroPro application icon bar, from the menu, select Application Properties and select the File Options tab. Set the Directory to point to the directory you

you want to store your files in. If you always want Quattro Pro to begin with a certain file open, then place the file name in the Automatic file list box. Click OK to finish.

Adding data to the footer

Add the full filename and path of your Quattro Pro file to the footer of the work sheet by selecting File, Page and using the dropdown to move to the footer area. Double click under the footer and select the Insert Headers/footers field code button on the Property Bar. To display the filename so you can select from the list for Automatically you can type the information in manually. Y stands for the year in 4-digit or omitted, it is the document's file name, and FF is the file name and path. Insert field codes options detailed to help. Use point the filename and path on the far right. OK.

Lotus 1-2-3**Adding data to the footer**

Add the filename of your workbook to your Lotus 1-2-3 footer by selecting File, Headers & Page Setup. Select the Headers and footers tab, select a footer text box for the filename and select the filename button on the toolbar and select the filename button on the toolbar and select the filename button on the toolbar and select the filename button on the toolbar.

File locations and auto open

Change the location Lotus stores your work book files in by selecting File, User Setup, 1-2-3 Preferences and selecting the File locations tab. The "Workbook file" text area allows you to specify where Lotus will, by default, save your workbooks—you can also click this to point to any valid directory on your computer. The directory listed in the Automatically opened file text area is the directory into which you should save any Lotus file you want the program to open every time you start Lotus 1-2-3. You can alter this directory if you wish, or simply save any file you want automatically opened in this directory. OK.

Next month we'll look at creating macros. I don't want that to be too long. We'll show you clearly steps to add the full filename and path to a text worksheet and save after saving the management and printing macros.

Wizos Online can be contacted at help@wizos.com

Recap: Creating Word macros

How are detail instructions for creating Word macros—you'll find more detailed instructions in the January 1999 Training column available online at <http://www.wizos.com>

1. Select Tools, Macros, Macro and click the Macro recorder and click the macro recorder button.
2. Type the text of the macro between the tabs, End and Stop icons.
3. Select File, Name and Return to Microsoft Word.
4. Select the macro, select Tools, Macros, select the macro name from the list and click Run.

To add the Macro to a toolbar button:

1. Right-click a toolbar and select Customize.
2. Select the Command list and from the Categories list select Macros. From the Command box, drag the macro name into the Visual Basic Macros area (or something similar to drag up into the toolbar).
3. Right-click the new button and select Default Style.
4. Right-click the button again and select either the Buttons dialog to create a custom button bar or Change Buttons dialog to select one from the list.
5. Select Close in the Customize dialog to return to your file.



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USER GROUPS

groups are encouraged to join without incurring some degree of fee. For more information contact your local chapter, or write to the BC Computer News, 1000-10th Avenue, Suite 100, Vancouver, BC V6H 1A1, or call (604) 681-1000.

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1. **Introduction**
 2. **Methodology**
 3. **Results**
 4. **Discussion**
 5. **Conclusion**

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